

## Frequently Asked Questions

**Question:** How can a military spouse get a job?

**Answer:** Army Community Service offers the Employment Readiness Program (ERP). The ERP staff will assist you in developing a general resume for job applications and completing a federal resume through Resumix for government jobs. The ERP staff does referrals to local employers and contractors, actually faxing those resumes if positions are open and you meet the qualifications. We advise you to submit your resume to Career Solutions which is the Louisiana Department of Labor. We review and make recommendations to you if you bring your resume in to ensure your resume reflects your skills and abilities. We provide you websites for recruitment of federal, non-federal and contract positions and walk you through the process when you come in for one-on-one counseling by appointment. We also give you our non-appropriated funds applications packet and provide guidance on how to submit and apply for NAF positions. In addition, we offer quarterly Job Search Workshops that bring you in contact with employers who have job openings. We teach a quarterly Resume Writing Workshop that assists you in creating your resume and submitting your resume into the federal databases (CPOL, USAJOBS, and DFAS).

**Question:** Who do I call to get information about activities available on and off post?

**Answer:** Army Community Service has an information line, 531-1941, that is answered Monday – Friday, from 8 a.m.-4:30 p.m. The intake specialist has information about on-post and off-post activities and resource agencies. ACS has a website on the JRTC and Fort Polk Home Page, <http://www.jrtc-polk.army.mil/ACS/index.htm>, which includes the ACS Monthly Calendar, program information, and the Community Action Council slides with on-post and off-post activities. The JRTC and Fort Polk Home Page has a link to community events: [http://www.jrtc-polk.army.mil/Calendar/FEB\\_MAR\\_2011.pdf](http://www.jrtc-polk.army.mil/Calendar/FEB_MAR_2011.pdf). ACS has information on the Morale, Welfare and Recreation web site and an ACS link from the MWR site.

**Question:** Why are there so few items for sale in the (Golf Course) Pro Shop?

**Answer:** With a customer's ability to purchase items online and the smaller facility, management has decided to carry essential items at a very low cost. Pro Shop staff has the ability to order whatever a patron would like or needs and generally have it to them within 72 hours.

**Question:** Why have there only been country-western singers for the large post events?

**Answer:** All performers are evaluated to ensure the performance venue is conducive to Family type entertainment and availability. Price is also a major factor.

**Question:** How do I register my children for Child, Youth and School Services?

**Answer:** Parents wishing to register their children with Child, Youth and School Service can begin the process by going to the website. Once on the website, click on the Child, Youth & School (CYS) Services/Parent Central Services link. You will find all the forms that you will need to register your child, as well as additional information that will be needed when you come in to complete the registration. Call 337-531-1955 to make an appointment.

If you were previously enrolled in an Army CYS Services program, you can have your information transferred to our office by calling the previous CYS Services or speaking with our administrative staff. They can assist you in having this information transferred.

The Army Family Covenant pledge will cover all registration fee costs. There is no monetary cost to register your children. Your time and information is the only thing needed to get your child registered with CYS Services.

**Question:** My child is registered for CYS Services; what programs are available?

**Answer:** By visiting the website you can get up-to-day information on programs offered, as well as enroll your child in the programs. By clicking on the WEBTRAC button you can register your child for programs offered and make any necessary payments. This is a huge timesaver as it is available 24 hours/7 days a week. Once you have registered, the Parent Central Services admin will get the information, complete the process or contact you for additional information needed. Within 24 to 48 hours you will receive confirmation that the process has been completed. If information is entered during a federal holiday, post closure, or weekend it may take a little longer.

**Question:** How do I conduct a home-based business on post?

**Answer:** Fort Polk Soldiers or Family members wanting to conduct business ventures on Fort Polk or in military Family housing must obtain a solicitor's permit from the Directorate of Family Morale, Welfare and Recreation. The process entails completing an application to solicit. The application will indicate the product to be sold and the process for soliciting on Fort Polk. The application must be notarized prior to submission and must receive concurrence from Picerne Military Housing (obtained by DFMWR). For information regarding home-based businesses call 337-531-7421.

**Question:** How do I find out about the NAF sale?

**Answer:** Individuals interested in participating in a NAF sale must register to view the property up for bid. Once registered, they are allowed to view the property and place a bid. Bids are opened at the end of auction and the highest bidder wins. The winner will pay for and pick up the property purchased. Property not picked up or declined by the winner will go to the next highest bidder. All NAF sales are publicized in the local papers, all users email, and the Guardian. For information, call 337-531-8765.

**Question:** What is happening with the open classroom concept at South Polk Elementary?

**Answer:** The open classrooms at South Polk Elementary are expected to be renovated to enclose classrooms beginning in the fall 2011.

**Question:** How are the hours of operation at the access control points determined?

**Answer:** By reviewing the Directorate of Emergency Service's annual traffic study, it was determined the traffic flow at all ACPs decreased dramatically, but it is no longer cost effective to keep ACPs 2, 5 and 6 open 24 hours. Closing these ACPs also allowed the redistribution of security personnel to our peak traffic hours in the morning and afternoon.

**Question:** What are the hours of operation at Fort Polk's access control points?

**Answer:** ACP 1 (main gate at Louisiana Ave.): Open 24 hours per day, seven days a week; ACP 2 (University Parkway, La. Hwy 467 North): Open from 5 a.m.-9 p.m. seven days a week; ACP 3 (Mill Creek Road adjacent to the Ammunition Supply Point): Closed; ACP 4 (Entrance Road and La. Hwy 10): 5 a.m.-6 p.m. seven days per week; ACP 5 (La. Hwy 457 South and La. Hwy 10): 5 a.m.-9 p.m., seven days per week; ACP 6 (Chaffee Road, adjacent to North Fort housing): 5 a.m.-9 p.m. seven days per week; ACP 7 (K Avenue and Alligator Lake): Open 24 hours per day, seven days per week; ACP 8 (Artillery Road and K Avenue into box – rotational traffic only, open 24 hours a day, seven days per week during rotations.

**Question:** What can be done about the congestion at the access control points?

**Answer:** Personnel entering Fort Polk make it a habit of entering the installation at the same time each morning. You would be surprised at what a difference 15 minutes will make. Try varying your access times and make sure that you have all the required information and avoid commonly used access points, like the main gate.

**Question:** How is my billing for electricity calculated?

**Answer:** The manner in which the billing for the electric utility is devised, in accordance with the Department of Defense Go Army Green program, is that all like homes are placed into groupings and an average is calculated each month for each grouping based on the average consumption of the fully occupied homes in each grouping. The groupings are defined by three factors: the size of home in square feet, age of home by the date it was built, and type of home such as a townhouse. All of the homes in these groupings contribute to the floating average each month. The floating average is determined by the amount of electricity each home uses in the grouping. The top and bottom 10% of homes in each group are eliminated, as are homes that are not rented for the full month. Once this average is figured for each of the 48 groupings of homes, a 10% buffer is added above the baseline to offset any anomalies that may occur. Once this floating average is determined a family that is above the 10% adjusted baseline by \$15.00 will receive a bill for the difference between the adjusted baseline and their actual consumption. Inversely any family that falls below the adjusted baseline by \$15.00 will receive a refund check for the difference between the adjusted baseline and their actual consumption. No bill or refund will be sent to a family until they exceed a fifteen dollar trigger and any balance less than fifteen dollars will be tracked until the account is closed or the amount exceeds the fifteen dollar trigger.

**Question:** Is Fort Polk the only military installation with the Resident Responsibility Program? How did the program originate?

**Answer:** Across the Department of Defense, energy conservation programs are underway with a goal to reduce our overall energy consumption in the United States by 20%. Picerne Military Housing has looked at every aspect of this Congressionally-mandated, Department of Defense Utility Conservation Program and the way it's managed at Fort Polk. This is not a program in which all current homes would be required to be updated into energy efficient homes. The basis of the program is to promote energy conservation through awareness at all military facilities to include family housing.

**Question:** How is the wait list for housing derived?

**Answer:** Picerne Military Housing's published wait times are estimated. They can vary week to week depending on the availability and need for these homes by both incoming families and families who have outgrown their current home.

**Question:** Can the Garrison provide a shuttle service to the airport?

**Answer:** A shuttle service for airport support would be limited to official use travel and have to fall within the funding capabilities of the garrison. Military can present taxi drivers with a copy

of their orders (to/from Alexandria Airport) and pay no charge. Travel to and from the airport for civilians travel on orders is an authorized expense that is claimed with their travel voucher. AR 58-1 further identifies that this type of travel should not compete with local commercial enterprises—the current taxi relationship provides for official travel.

**Question:** How does a Soldier address Dining Facility issue and concerns?

**Answer:** Soldiers may contact their Unit Food Advisor, the Installation Food Program Manager at (337) 531-1423 if the DFAC is military-operated or the Contracting Officer's Representative in the DOL at (337) 531-4499 for contractor-operated DFACs or use the Interactive Customer Evaluation (ICE) system to voice their concern. Soldiers are encouraged to provide contact information, so that a response may be provided upon resolution of their concern.

**Question:** Placing an advertisement in the Guardian Newspaper.

**Answer:** Free Trading post ads are a service provided by the Guardian publisher. If you are a Soldier, Family member, retiree or member of the civilian work force, you can place a Guardian ad for free. The ads serve as a sort of classified "trading post" for people who have something to sell, borrow, and trade or giveaway. Ads must be 25 words or less and can be placed in a variety of ways:

1. Online via the Guardian web site at [www.thefortpolkguardian.com](http://www.thefortpolkguardian.com)
  2. By filling out a trading post form (found in the Guardian classified section) and dropping it off at the Public Affairs Office, bldg 4919, Magnolia Drive. There's a drop box located at the front door, or you may use the box inside the foyer.
  3. Directly by e-mail at [tradingpostads@yahoo.com](mailto:tradingpostads@yahoo.com)
  4. by fax at 337-531-1401.
  5. Ads must be placed weekly. Deadline for each Friday's paper is Tuesday at 1 p.m.
- Please note that house rentals, pedigreed puppy litters, and for-profit business (even home-based business like cleaning services and babysitting) do not qualify as free Trading Post ads. To place a commercial ad, call the Natchitoches Times (Guardian publisher) at (318) 352-3618.

**Question:** Are there limits for Family Readiness Group (FRG) fund-raising?

**Answer:** FRG's must ensure all fundraising activities are coordinated with the responsible Command and with responsible installation personnel (FRSA/DFMWR/OSJA). FRGs may not conduct fundraising off of the installation and may never solicit a non-federal business or individual for anything of value in support of the FRG.

**Question:** Why are Pharmacy wait times so long?

**Answer:** Recommend use the BJACH Outpatient Pharmacy during non-peak times, including training holidays, and consider transferring their prescriptions to the TRICARE Mail Order Pharmacy for their prescription refills. Patients may also use local civilian network pharmacies to fill their prescriptions. However, patients will incur co-pay and may find that wait times at those locations often exceed those experienced at BJACH. Because civilian retail pharmacies

are more expensive to the overall healthcare system, BJACH recommends using its pharmacy or the mail order option as the primary options.

**Question:** Why are the Emergency Room waiting times so long?

**Answer:** BJACH recommends patients refrain from using the Emergency Room for non-urgent conditions and see their Primary Care Managers. However, the BJACH ER will never turn patients away. Patients who report to the ER during hours in which its primary care clinics are open and who are determined to have non-urgent conditions may be accommodated with one of its many available primary care appointment slot within 24 hours. This will alleviate unnecessary waiting time and ensure patients are seen in the most appropriate setting.

**Question:** What is the status of the new Commissary?

**Answer:** The date for the Groundbreaking Ceremony is yet to be determined and announced by in-store flyers, notices placed in the post newspaper, and announced over the in-store public address system. The Grand Opening of the new store is scheduled not later than December 2013.

